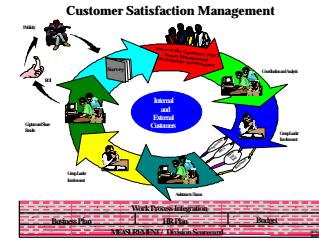


ROQ

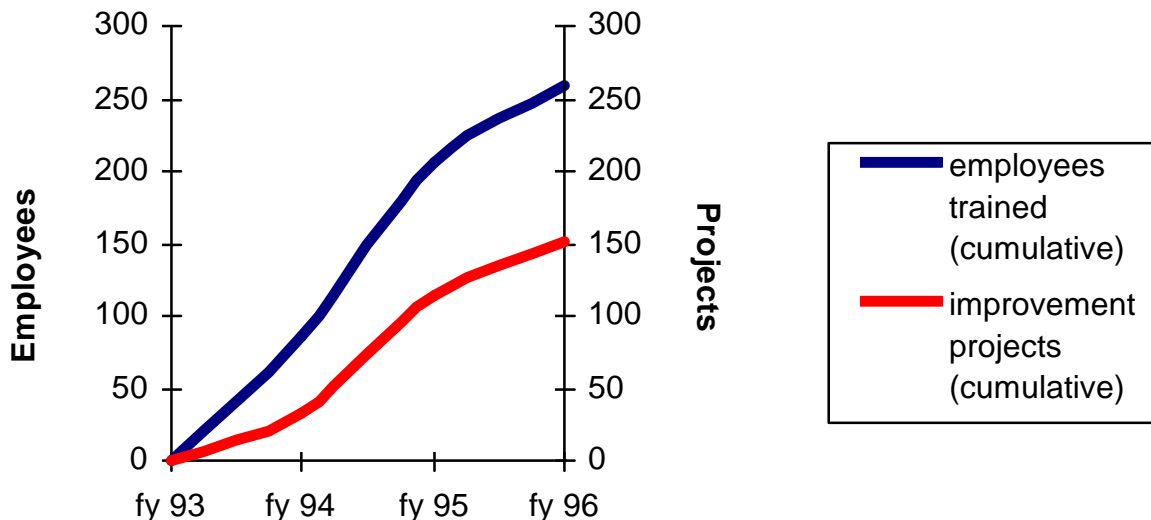
Return on Quality



Quality Training Supports Improvement Efforts

BUS Division provides its employees with basic quality training. QUEST 2001 (licensed from Prism, Inc.) provides employees with a basic quality vocabulary, basic quality management concepts, a problem solving method, and practice in improving a simulated process.

More than 250 BUS employees have completed the training. The number of quality improvement projects started within BUS has steadily grown since the training was initiated.



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